



2609 Cameron Street  
Mobile, AL 36607

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

**NOTICE TO FAMILY AND FRIENDS**

Effective December 1, 2007 GTL will implement a new billing requirement that will impact some customers who receive collect calls from CDCR inmates and wards. Separate Notices to Inmates and Notice to Wards were issued to share this information with family and friends during calls or by mail.

Customers who currently pay for inmate/ward collect calls on their local telephone bill or have a GTL Direct Remit account administered by GTL's third party vendor will be impacted.

GTL will include a single bill fee of \$1.95 each month that will be included on the telephone bill or Direct Remit account statement. This is a flat charge and will not be dependent upon the number of calls received in a given month. GTL will not charge the \$1.95 fee to customers who do not receive collect calls in a given month.

Customers who pay for their inmate/ward collect calls through a GTL Direct Bill account which is billed directly by GTL will not be impacted and will not be required to pay the \$1.95 fee. If customers want to avoid this monthly fee and establish a GTL Direct Bill account they can contact the GTL Customer Service number at 1-866-770-4896.

**Family and Friends may contact the GTL toll-free numbers listed below  
for all questions related to GTL inmate/ward telephone services.  
GTL has Customer Service numbers for inmate international telephone services.**

**1-866-770-4896 – Domestic collect calls to  
the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands**

**001-888-216-7423 – International calls to Mexico**

**0808-234-4566 – International calls to United Kingdom**

(GTL Customer Service Numbers for International Countries will be issued on a separate document)